

SMG Theatrical Services Policies and Expectation Reminder

Professionalism in the Work Place: SMG expects professionalism at all times while at work. It is expected that employees act with honesty, integrity, and professionalism in accordance with the company's standard. Inappropriate behavior or language whether via e-mail, voicemail, or face to face will not be tolerated. To maintain an attentive and inviting environment for clients, it is required that office doors remain open while occupied during working hours. In addition, you must check in with clients and show staff hourly.

Attendance Policies: Employees should report to work as schedule. All non-scheduled hours shall be pre-approved by SMG management. For Show calls all staff should be signed in, on dock or stage, and ready to work within 5 minutes of the scheduled call time.

Tardiness is defined as 1-29 minutes after the scheduled start of your shift. Two (2) tardy arrivals within 60 days will result in an occurrence.

No Call / No Show occurs if an employee fails to notify his or her Supervisor or notifies supervisor 30 minutes or more after their scheduled shift.

Leave Slips: ***Vacation*** leave must be submitted by Leave Slip and pre-approved two weeks in advance to allow for planning. ***Sick leave slip*** must be filled out upon your return to work. SMG House Heads are required to call theatrical services management at least one hour before your designated call time. Texts and emails are not a valid method for calling in sick, and will not be accepted. If there is a question about the nature or length of an absence, written certification from a physician may be required before employee returns to work.

Payroll Sign In / Out Sheets: It is your responsibility to personally sign your time in on the sign in sheet at the start of your call, and to personally sign your time out and initial the sheet before you leave at the end of the call. You must ensure that your time worked is accurately recorded and various jobs noted (i.e. rigging, spotlight, flyman, etc.) The times you worked those positions must be recorded in the columns provided or written next to your name. It is strictly against company policy to record another employee's time card and/or permitting another employee to record one's time card. By signing the sign in/out sheets, you are agreeing/certifying that the time stated on the sheet is a correct record of your time worked for the show/period indicated.

Missed Punches: House heads, are required to punch in at the start of your shift and punch out when your shift has ended for the day. If punches are missed please inform the Theatrical Services Coordinator and fill out omission forms completely, correctly and in a timely manner.

Leaving Property During Work: When working on an SMG labor call or as house crew, all Stagehands are required to call the Production Manager (or TS Management) prior to leaving and immediately upon return to the worksite. It is SMG protocol that house crew remain for the entire performance. In addition, unless arrangements have been made with the Steward, Production Manager, or SMG Management, the department head must remain on shift until any crew they are overseeing has completed their work assignment. Only in very special cases and with prior approval from SMG Management, is it an option to leave prior to the end of a performance or during work hours.

Dress Code

Full-time Stagehands (House Crews)

Full-time Stagehands (House Crews) are expected to present a professional image to customers and clients. Black pants and plain black shirts, in good condition, with no tears or rips are required at all times and black shoes must be worn. During dress rehearsals & performances or audience attended events, black pants and venue shirts with no tears or rips and black shoes must be worn. If you do not have venue issued shirts that fit or are not in good condition, it is your responsibility to notify management immediately. Attire may be changed or altered by a client or management, and house crews must accommodate those requests. Hats are not permitted at any time; exceptions are safety equipment, including scalp protection.

Shorts may be worn on work calls at outdoor venues and events.

Intermittent Stagehands

Intermittent Stagehands are expected to present a professional image to customers and clients, all clothes worn must be in good condition, with no tears or rips. Pants - Load in/out/work calls – Black / Blue jeans are allowed (no shorts). Blacks must be worn for all for all other times. Shirts – Load in/out/work calls – Any color shirt as long as it has the Union Local or National IATSE bug only. Show shirt from past or current shows any color (no tank top/sleeveless). Blacks must be worn all other times. Shoes – Load in/out/work calls – Must protect the feet, not open toe or sandals. Black shoes must be worn during all other times. Attire may be changed or altered by a client or management, and intermittent stagehands must accommodate those requests. Hats are not permitted at any time; exceptions are safety equipment, including scalp protection.

Shorts may be worn on work calls at outdoor venues and events.

Badges & Access: Venue badges must be worn at all times while in the facility. If asked to produce the badge(s), they should be shown without question. Arriving at the beginning of your shift and leaving at the end of your shift should occur at the designated door for each venue. Doors should not be propped open or taped open; you are not authorized to allow access to others.

Radios: You are required have your radio turned on and to answer radio calls while on shift. The ONLY time this does NOT apply is if you are in a show AND using that show radio and during work calls of a show you should still have your building radio on and available for use. You may not have your radio if you are up on the grid or somewhere that presents a safety or property damage hazard. In this case, you should notify management or house crew and have another employee monitor the radio.

Phones: A phone is provided by the city for business communication purposes. Voicemail is provided for each house head. Each individual assigned a mailbox is required to check for messages during each work day, and to respond to them in a timely manner. Voicemail introductions must be kept up to date and be recorded per management script.

Computers & SMG Email: An SMG computer is provided for work activity, SMG staff is required to use the computer for specific work related activity only. Each individual is responsible for checking SMG e-mail during each work day and to respond to emails in a timely manner. SMG e-mail should be used

when communicating with clients, SMG, or City employees. Signatures must be kept up to date per formats provided by management.

Parking: Parking spaces have been provided on Welton Drive in the “saw tooth” at the Colorado Convention Center, or in designated areas at the offside venues. One vehicle per person should be parked there at any given time and should be the house crew member ONLY. Parking during shows will not be provided in non-designated areas including 13th Street or Champa. If show management requests that an errand be run, a temporary parking pass will be issued by the production manager only and will be for the time frame needed on that specific day.

Injuries Policy: Every injury must be reported immediately to SMG regardless of acceptance or refusal to seek medical attention. In case of life threatening emergency 911 should be called. A phone call to SMG Security Base must be made as soon as possible so an incident report can be made completed.

Drug & Alcohol Policy: Anytime an SMG employee is injured while on duty, or significant damage occurs to property (\$500 or greater) a theatrical services manager or designee must be contacted. In addition, a theatrical services manager or designee must be contacted if it is suspected that the employee is impaired, is jeopardizing workplace safety, or is not performing his/her job responsibilities because of on the job intoxication or impairment. A Steward or designated House Crew member is required to notify SMG management immediately in these cases. A drug or alcohol test may be ordered by a theatrical services manager or designee, the testing representative will come to the site and conduct the test and results will be received later which will determine a course of action.

Smoking: SMG supports the desire for a smoke and tobacco-free workplace. Smoking and tobacco use is permitted only in designated areas this includes the use of chewing tobacco and electronic cigarettes. Smoke breaks should only occur during regular break times and meal periods.

Additional SMG Rules of Conduct Reminders:

They include but are not limited to:

- Willfully moving, destroying, damaging, stealing, or concealing company property or the property of promoters, exhibitors, contractors, facility owners, or other employees.
- Threatening, intimidating, coercing, or interfering with the work of another employee or productivity within the work operations.
- Performing work of an inferior quality either willfully or negligently.
- Tampering with or mishandling any mechanical equipment.
- Refusal to follow instructions or to perform designated work or tasks.
- Engaging in fighting or disorderly conduct anywhere on company time or on city property at any time.

Violation of any SMG policies and/or procedures, including those specific to any venue, may result in disciplinary action up to and including termination of employment.

For future review and reference purposes, the SMG Human Resources Policy and Procedure Manual, is available in the Theatrical Services Department office, your department director’s office, and in the Human Resources Department of SMG on normal business days and during normal business hours.